

## Solution Overview

Managed Client Solution  
Intel® Solution Services  
Data Center of the Future

# Managed Client Solution

Improved manageability and reliability for your enterprise PC base



Today's applications and operating systems are both feature rich and power hungry. Business solutions like customer relationship management (CRM), enterprise resource planning (ERP), business dashboards, webcasting, online collaboration, e-learning, and data visualization can all enhance employee productivity. But they also demand significant processing capacity and performance. IT background services like virus scanning, file encryption, and e-mail compression increase the efficiency and security of IT infrastructures. But they also strain PC computing capabilities. The Managed Client Solution from Intel® Solution Services can help.

### A Refreshing Opportunity

To maintain high performance standards and still reduce expenses, enterprise companies must find cost-effective ways to manage their PC environments. But it isn't easy to balance cost pressures with performance needs while ensuring the longevity of a PC environment.

The benefits of refreshing the PC base have never been more compelling. Many companies have adopted three-year refresh cycles and are now looking toward manageability, security, mobility, standardization, and stability to reduce the total cost of ownership (TCO) of their PC environments. Updating the PC environment can drive down support costs while increasing employee productivity. PC systems based on Intel® architecture with Intel® Active Management Technology (Intel® AMT) are a cost-effective way to address the needs of today's corporate mobile and desktop users.

In today's business environment, you may be challenged to:

- Control support, overhead, and operating costs in your IT environment

## Benefits by Methodology

Methodology	Proven Benefits
<b>Assess your business drivers</b>	<p>Reduces PC deployment and management costs Improves employee productivity</p> <p>Reduces exposure to viruses and data loss</p> <p>Reduces costs by evaluating the TCO of your existing PC base and identifying cost savings by using embedded IT</p>
<b>Design your hardware, image, and network infrastructure</b>	<p>Creates optimum platform by analyzing performance metrics and usage model data</p> <p>Ensures seamless migration with detailed deployment plans</p> <p>Bolsters protection of your PC base</p>
<b>Implement processes, strategies, and usage models to minimize the cost of deploying and maintaining your PC base</b>	<p>Reduces costs by developing a single image process engineering plan</p> <p>Increases security by developing a software update mechanism strategy</p> <p>Ensures migration feasibility by analyzing the compatibility of current software applications with next-generation operating systems</p>
<b>Integrate the new systems, images, and processes into the environment</b>	<p>Identifies required migration resources through a detailed resource matrix</p> <p>Increases productivity by integrating manageability and mobility solutions</p> <p>Reduces overhead through integrated delivery with solution providers selected to implement migration tools, software images, and processes</p>

**Intel® Solution Services' Managed Client Solution can help you reduce costs and improve the security, manageability and reliability of your PC environment by implementing high-performance desktop, laptop, and wireless platforms with Intel® AMT.**

- Reduce the TCO of your PC environment by migrating to new hardware and a new operating system
- Increase your employees' productivity with improved security and manageability
- Decrease the support and overhead costs of your PC environment
- Understand how to incorporate the benefits of new technologies into your PC environment

### Intel® Solution Services Can Help

Intel® Solution Services' Managed Client Solution can help you reduce costs and improve the security, manageability and reliability of your PC environment by implementing high-performance desktop and laptop platforms with Intel® AMT. This service is based on best practices used by Intel to manage its own PC base, as well as on best practices from solutions Intel® Solution Services has helped to design and deploy for other global corporations.

Starting with a comprehensive assessment of your business requirements, the consultants at Intel® Solution Services can demonstrate how to:

- Decrease your manageability costs by using Intel® Stable Image Platform Program Alignment Analyzer
- Increase worker productivity with Intel® dual-core processors and Intel® Extended Memory 64 Technology (Intel® EM64T)
- Bolster protection of your PC environment with remote diagnostic and repair to reduce vulnerability by implementing tamper-resistant Intel® AMT
- Implement a managed, wireless, mobile computing strategy into your PC environment
- Implement a smooth PC refresh cycle

## Single Image Solution

Intel® Solution Services can also help with scalability plans for future application demands. Our consultants will benchmark your critical business applications using different hardware configurations under a range of usage loads. Then they can develop capacity planning guides to help guide your future IT investment plans and respond to your business needs.

## Customer Highlights

Best Buy\*, one of North America's leading retailers of consumer electronics, wanted to standardize and upgrade its PC base. Intel® Solution Services helped Best Buy standardize its operating system on Windows XP\* by helping the company create an automated software inventory list, which enabled Best Buy to efficiently identify and replace PCs that were unable to handle Windows XP and upgrade systems that could run Windows XP by increasing memory and storage.

By refreshing its PC environment and standardizing its operating system, Best Buy successfully improved operational efficiency and increased employee productivity.

A U.S.-based health maintenance organization<sup>1</sup> (HMO) wanted to deliver timely, accurate information to its worldwide user base while reducing the TCO of its PC environment. Intel® Solution Services provided PC refresh recommendations and best practices to help the company improve its ailing PC infrastructure. By replacing its PC environment, the HMO expects to reduce its TCO by US\$69 million over three years and enhance organizational efficiency and patient care.

A U.S.-based insurance and financial services company<sup>1</sup> needed to reduce the cost of maintaining its aging PC base. Intel® Solution Services evaluated the company's PC environment and provided recommendations for refreshing the PC base using fewer hardware platforms and consolidating image distribution. The company is expecting to save approximately US\$1.5 million over a three-year period.

## Technical Expertise

Our consultants have in-depth knowledge and broad expertise in the latest Intel® architecture-based platforms, e-Business software, and migration and software optimization technologies:

- Operating system deployment, including Windows XP and Office\* 2007 and 2003 on systems with Intel® Centrino® Duo mobile technology or Intel's Next Generation Microprocessors.
- Image creation, management, and validation

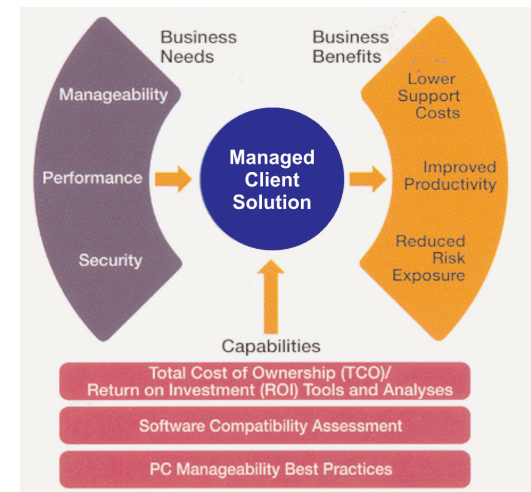
- Installation automation
- Remote software installation, remote diagnostics, and out-of-band repair and management
- Device drivers and software applications compatibility assessment
- Data security protection and anti-virus administration regardless OS state or power state
- TCO and ROI analysis
- Wireless PC technologies
- Mobile technologies
- Intel® AMT and Intel® Virtualization Technology (Intel® VT)

## Learn More

Intel® Solution Services is Intel Corporation's worldwide professional services organization, helping enterprise companies capitalize on the full value of Intel® architecture through consulting focused on architecture transitions. To learn more about Intel® Solution Services, visit [www.intel.com/go/intelsolutionservices](http://www.intel.com/go/intelsolutionservices).

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The Managed Client Solution helps companies develop PC replacement strategies to help improve the manageability and reliability of their PC base.

<sup>1</sup> Company wishes to remain anonymous.

\*Other names and brands may be claimed as the property of others.

Customer savings and results are specific to the customer, its business goals, and the configuration of its enterprise environment. Differences in business goals, software design, infrastructure, or configuration may affect actual results.

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